

Some additional considerations of the VRS reform discussions are below....

1. Improve the VRS standards so that Caller ID is more uniform. I had brought this point up 3 years ago. Some providers show names, phone numbers or IP address or a combination of the 3 noted. It is difficult for many to answer a call without knowing more. This will also relate to the VRS User Database and Off the shelf parts of the reform also as it relates to interoperability/compatibility.

2. Flat fee per year may not be practical as we are free to use any provider we want. Will this be a concern especially with the call around rule. I, myself, have seen an increase in the delay of VRS call answering and have reported it too. This most likely can affect business calls and the like.

At the same time, it is good for smaller companies as they have a better idea of their budgets. Pro/con. This also would affect equipment distribution as not all providers have equipment ready for distribution and may cause a mix of equipment used. It could be akin to the old days when AT&T, Verizon, etc could not call each other easily so the quality is to be considered in detail. Primarily improving existing services before expanding broadband access to others so that new consumers are not confused as many isolated are not aware of these things. Myself, I did recently meet 2 people that never heard of a VP, but am not able to help much due to their being in hospital. More on this later.

3. 'Locked In' users was a new thing with certain providers. It is similar to a cell phone contract. Will it affect the call around? I admit that I like calling other providers to compare the quality of the services and interpreters. Without that experiment, I would have not found 2 other companies better suited to my needs.

4. VRS Compensation - a large part of it is not transparent. Not to the general population so sometimes it is hard for us to give a good answer/comment. One provider said before that bankruptcy would happen under the new rates before, while another said we would continue and absorb the new rates. This led to bias/misunderstanding by many people. I understand honesty is needed, but would like to see more transparency so that all concerns are fairly addressed.

5. Promoting residential broadband is a good idea, yes. Consistency is even better when people know what to expect rather than changing policies. Broadband America is one program related to this discussion. The big question is, how can we improve wired broadband as the funds could help non-VRS users too? Would the funding need to be shared with others? Current Project Endeavor relies more on existing services (i.e. 3G, wired, etc) but it does mean quality of the call could be affected. The same can be said for those in 3G areas still waiting for 4G/LTE for smoother VP/VRS calls. How would this be addressed fairly so that hearing people don't unfairly use our [growth/construction] funds to their advantage? Again, this relates to what the goal is - is this focused on the Deaf/HH

community only or everybody in general?

6. Data Security as I understand is related to hearing and Deaf/HH users. I do not see a need for you to have people's names, especially as many hearing people use cell phones and they often show up as 'wireless user' when calling us. Using phone numbers may be sufficient, but I am sure that VRS providers can separate originating VRS calls quite easily without compromising privacy.

One other concern related to this topic. Is this related to calls originated or successfully connected calls? I have had a few hearing VRS calls to me hang up before an available VI (interpreter) was available. Not all were answered in the 20 second answer time frame either. This means, I HAVE to return the call and see what's up when a VI is available. This affects the originating calls research/study.

7. I am sure that more concerns exist but nothing pressing on my mind comes up.

However, we may have to address the data bandwidth limits that nearly all providers (wired and wireless) have now. Once technology matures a bit more where service is good enough for a more freely made call than a frustrating/short call (i.e. 3G vs 4G). I know that if I had 4G, I would use it more on my mobile VP/VRS for work. That translates to data caps/speed issues later on, but fortunately, we are not exactly there yet. This more relates to the recent SOPA (piracy) concerns, so how can we balance this.

Note: this is attempt #2 as the first attempt did not provide a confirmation of delivery.